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Printer Jams

This section provides step-by-step instructions for removing media jams from key locations along the media path.

Automatic Jam Recovery

With most printers, if a jam occurs, you must remove the jammed media and then reprint the job. However, the QMS 2060 Print System provides automatic jam recovery (when enabled through the Administration/Engine/ Page Recovery menu). If a media jam occurs, remove the jammed media, and printing automatically resumes from the page the printer stopped at when the jam occurred.

» **Note:** *For automatic jam recovery to work, it is necessary to leave the printer turned on while you remove the jammed media. After the jam is cleared, open and close the top cover before printing. Printing will not resume until you do this.*

Locating Print Media Jams

When print media jams occur, a PAPER JAM message displays in the message window. Frequent jams in any area indicate that area should be checked, repaired, or cleaned. Repeated jams may also happen if you are using the wrong weight print media.

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Print media jams can occur in any of the following areas:

- Inside upper unit
- Standard or optional cassette unit
- Multipurpose tray
- Output tray

Jams can occur in more than one location at a time, so be sure to check all these locations.

» **Note:** *After clearing the jam, always open and close the top cover once before printing. Printing will not resume until you do this.*

When printing from a cassette, check for the media jam in the cassette area.

When printing from the multipurpose tray, check for the media jam in the multipurpose tray area.

Clearing a Media Jam Inside the Printer

WARNING! *The fixing assembly and print delivery guide become extremely hot when the printer is used. Personal injury could result if you touch those areas.*

1 Open the top cover.

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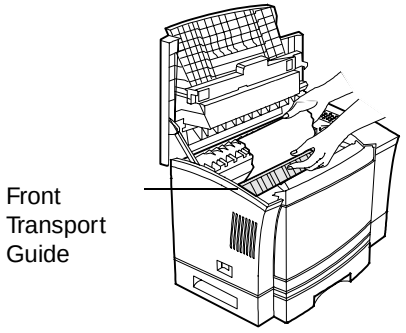
» **Note:** *Push the media tray into the printer before opening the upper unit.*

2 Remove the toner cartridge.

» **Note:** *This releases internal gear pressure and allows the paper to move through the print engine.*

3 If the edge of the media hasn't been fed in the fusing unit, open the front transport guide and pull the jammed media upward and then out.



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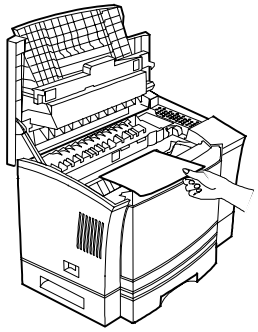
4 **If the edge of the media has been fed into the fusing unit, pull the jammed paper forward and out.**



» *Note: Toner may get on your hands because the image transferred to the media is not fixed. Also, pull the paper forward and out, not down and out.*

5 **Reinstall the toner cartridge.**

6 **Close the top cover.**

Clearing Cassette Area Jams

1 **Open the top cover.**

» **Note:** *Push the media tray into the printer before opening the upper unit.*

2 **Remove the toner cartridge.**

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3 **Determine which cassette is currently being used and remove it.**

4 **Check the cassette pick-up roller area, and remove any jammed print media that remains outside the main unit.**

▲ **Caution**: *If the media has already started through the engine, do not pull it back out through the cassette or multipurpose tray area. This may damage the engine. Refer to "Clearing a Media Jam Inside the Printer" in this section.*

5 **Reinstall the toner cartridge.**

6 **Close the top cover.**

7 **Reinsert the cassette.**

Clearing Multipurpose Tray Area Jams

1 **Remove all media from the multipurpose tray.**

» **Note:** *Leaving print media in the multipurpose tray can cause the print media position to shift during removal of the jam. This may result in a media feed failure and another jam when printing is restarted.*

2 **Close the multipurpose tray.**

3 **Open the top cover..**

4 **Remove the toner cartridge.**

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5 Open the multipurpose tray and pull out the jammed media.

▲ **Caution**: *If the media has already started through the engine, do not pull it back out through the cassette or multipurpose tray area. This may damage the engine. Refer to "Clearing a Media Jam Inside the Printer,"* earlier in this section.

6 Close the multipurpose tray.

7 Reinstall the toner cartridge.

8 Close the top cover.

9 Open the multipurpose tray.

10 Refill the multipurpose tray.

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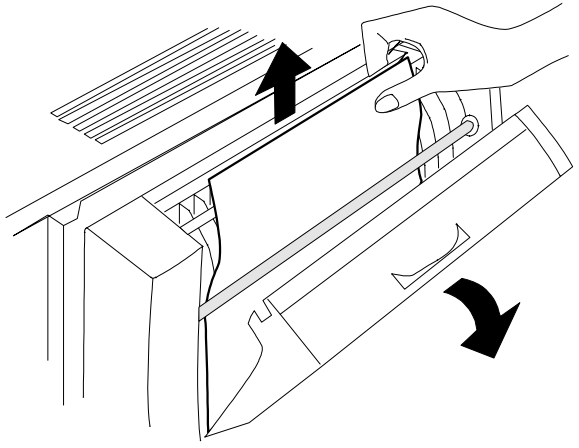
Clearing a Duplexer Media Jam

1 Open the duplex cover and pull out the jammed paper.



2 Close the duplex cover.

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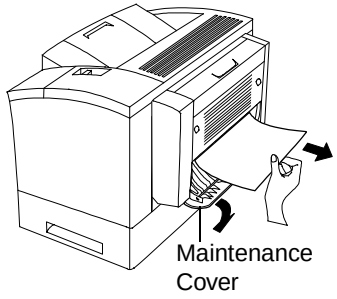
3 Open the maintenance cover and remove the jammed paper.



4 Close the maintenance cover.

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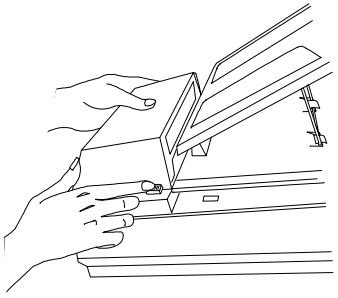
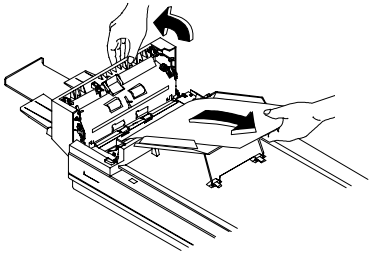
Clearing CrownCopy Automatic Document Feeder (ADF) Paper Jams

1 **Push the button near the front left side of the scanner.**

The ADF module lifts a little.



2 **Lift the right side of the ADF module as far as possible, and then slowly remove the jammed paper.**



3 **Push the ADF module securely back into place.**